



# **PROSTHETICS ELECTRONIC ORDER / SUSPENSE PROCESSING USER MANUAL**

Version 3.0

April 2001

Department of Veterans Affairs  
VISTA System Design and Development

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# Using Electronic Orders/Suspense (SU) Menu

## Overview

**Description** The purpose of the Electronic Order feature is to provide a method for any request for service or request for items in Prosthetics to be ordered electronically. Requests are made either <sup>1</sup>manually through the Prosthetics system or electronically from CPRS (Computerized Patient Record System) via Consult Tracking.

Through the **Suspense (SU)** option, Prosthetic employees are able to post notes to consults, cancel and complete the consult. Reports are available to display open, pending, and completed consults.

**What is a Suspense?** A Suspense Request is a request for service or an item that is tracked by a **Five-Day Delayed Order Report**. <sup>2</sup>The five workday policy refers to the process or time it takes for a request to be created to the day an *initial action* on a request is made. If this process takes more than five workdays, it is flagged on the report for monitoring and reporting purposes.

**<sup>3</sup>Four Types of Consults** Prosthetics has four nationally designed CPRS consults including the following:

1. Eyeglass Prescription
2. Home Oxygen Prescription
3. Contact Lens Prescription
4. Routine Prosthetic Prescription

It is required that the clinicians use these four consults in order to prescribe prosthetic appliances or services in lieu of the paper Prosthetic Request form. These consults are interfaced to the Prosthetics software, and automatically populate the **Suspense (SU)** option, where the consult is kept until completed by Prosthetics.

**In this manual** This manual covers the following sections:

Section	See Page
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Using the Suspense Processing (SP) Menu	3
Managing Suspense Items	37
Printing Suspense Reports	39
Appendix A – Combine Actions	A-1
Appendix B – Appointment Management	B-1

*Continued on next page*

<sup>1</sup> Description added to documentation for clarity purposes. Included in Patch RMPR\*3.0\*52.

<sup>2</sup> Documentation error regarding Five Workday Policy. Included in Patch RMPR\*3.0\*52.

<sup>3</sup> Additional description of the four Types of Consults. Included in Patch RMPR\*3\*55, April 2001.

## Overview, Continued

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**Suspense Menu**    The **Suspense (SU)** Menu can be accessed from the **Prosthetic Official's Menu**.

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**Steps**                To access the **Suspense Menu**, follow these steps:

Step	Action
1	At the <b>select Prosthetic Official's Menu Option</b> prompt, type <b>SU</b> for the <b>Suspense Menu</b> , and press <b>&lt;Enter&gt;</b> .
2	The <b>Suspense Menu</b> displays.

---

**Prosthetic  
Official's Menu**

PU	Purchasing ...
DD	Display/Print ...
UT	Utilities ...
AM	AMIS ...
<b>SU</b>	<b>Suspense ...</b>
CO	Correspondence ...
SC	Scheduled Meetings and Home/Liaison Visits ...
PS	Process Form 2529-3 ...
EL	Eligibility Inquiry
ET	PSC/Entitlement Records ...
HO	Home Oxygen Main Menu ...
INV	Pros Inventory Main ...
ND	NPPD Tools ...
Select Prosthetic Official's Menu Option: <b>SU &lt;Enter&gt;</b> Suspense	

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# Using the Suspense Processing (SP) Menu

## Introduction

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### Menu description

The **Suspense Processing (SP)** Menu allows for any service request or item(s) request to be tracked in Prosthetics.

An order can be added, viewed, edited, and completed as well as additional notes can be posted to the suspense order.

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### In this section

This section covers the following topics:

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## Access the Suspense Processing (SP) Menu

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**Suspense (SP) Menu**      You can access the **Suspense Processing (SP)** Menu to manage electronic (CPRS) orders and manually-entered orders.

---

**Steps**      To access the **Suspense Processing** Menu, follow these steps:

Step	Action
1	At the <b>select Suspense Option</b> prompt, type <b>SP</b> for the <b>Suspense Processing</b> Menu.
2	Press <b>&lt;Enter&gt;</b> .

---

### Suspense Menu

SP	Suspense Processing
ES	Edit Suspense Station
IS	Inquire to Individual Suspense Record
PC	Print Closed Suspense Records
PO	Print Detailed Open/Pending Suspense Records
PR	Print 5 Day Old Suspense Report
PS	Print Summary Open/Pending Suspense Records
ST	Print Suspense Statistics

Select Suspense Option: **SP <Enter>** Suspense Processing

---

# Understanding Status Types

---

<b>Status Types</b>	<p>There are three status types that are used with a suspense record including the following:</p> <ul style="list-style-type: none"><li>• Open</li><li>• Pending</li><li>• Closed</li></ul>
<b>Cancel Status</b>	<p>When a record is cancelled, it is <b>removed</b> from the Suspense Processing list entirely; it will no longer be shown there.</p> <p>You can change a suspense record to CANCEL from either an OPEN status or a PENDING STATUS. Once a suspense record has a CLOSED status, it cannot be cancelled.</p> <p><b>Example:</b> If a manual suspense record was added twice incorrectly, it can then be cancelled.</p>
<b>Status Flow</b>	<p>When a suspense record is added to Prosthetics, the status is OPEN. Once an initial action is taken on the suspense record, the status changes from OPEN to PENDING.</p> <p>The status remains PENDING when additional action is taken on a suspense record. The status changes to CLOSED when the process is complete and either service was performed or an item was given to the patient.</p>
<b>Message sent to Physician</b>	<p>When an electronic order (ROUTINE type) suspense record is canceled in Prosthetics, a notifying message is sent to the ordering physician through CPRS. A notifying message is also sent when posting initial notes (PI), additional notes (OT), and completed notes (PC).</p>
<b>CPRS Electronic Orders</b>	<p>If an order is placed by a physician in CPRS, it is electronically sent to Prosthetics and is displayed in the Suspense Processing list with an OPEN status.</p> <p><u>Sample scenario:</u> If it takes three to four months to receive a requested item(s) on an order, and the patient comes in for service that refers to this Suspense request, an action note is entered for that record. When an action note is entered, the status changes from OPEN to PENDING.</p> <p>Another action note can be placed, and the status remains PENDING. Only when the patient has the last appointment and receives the item(s), the Suspense record is completed, and the status is changed to CLOSED.</p>

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## Select a Site and a Patient

---

**Site** First, you will be prompted to select a site. You can enter two question marks to display a list if the site is a multi-site facility or location.

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**Patient** Secondly, you will be prompted to select a patient. You can also enter two question marks to display the patient database and select one from a list.

---

**Restricted patients** **WARNING:** If you wish to select a patient that has a restricted record, you will get a warning message that the record is restricted. You will also be notified that your Security Officer will contact you if you wish to proceed.

---

**Steps** To select a site and a patient, follow these steps:

Step	Action
1	Select the site at the default <b>Site</b> prompt. (Or you can enter two question marks to view the list of available sites.)
2	Select a patient.
3	At the following confirmation prompt: <b>SC Veteran...OK? Yes// (Yes)</b> , press <b>&lt;Enter&gt;</b> to accept the default of Yes.
4	The Prosthetic Suspense list screen displays.

---

**Site and patient selection**

```
SITE: HINES-P ?? <Enter>

SITE: HINES
  1  HINES-T                      578
  2  HINESTEST                   999
  3  HINESTEST                   998

CHOOSE 1-3: 1<Enter>  HINES-T                      578

Select PROSTHETIC PATIENT: Danger, <Enter> Dan          12-27-50
111224444      YES
SC VETERAN
...OK? Yes//  <Enter> (Yes)
SUPPORT ISC
```

---

## Display a Prosthetic Suspense List

### Suspense Menu actions

Below the display of a patient's suspense record is a list of actions that can be performed on each suspense record. The actions available are the following:

Entry	Action	Description
23	Display Full 2319	This displays the 10-2319 Entitlement information.
VR	View Request	View the detail of a suspense record.
IA	View Initial Action Note	View an initial action note on the suspense.
VO	View Other Action Notes	View all additional action notes.
CO	View Complete Note	View the complete note.
PI	Post Initial Action Note	Enter the first note on a suspense.
OT	Post Other Note	Enter additional notes on a suspense.
PC	Post Complete Note	Enter the final note on a suspense.
AD	Add Manual Suspense	Add a manual suspense order in Prosthetics.
ED	Edit Manual Suspense	Edit the description of the manual order.
CD	CPRS Display	View the CPRS entry in Prosthetics.
CG	Change Patient	Change the patient within the suspense module.
CR	Cancel Request	Cancel a request that is in Open or Pending.
FW	Forward Consult	Forward a consult to a provider via CPRS.
PR	Print Consult	Prints a consult to a printer or displays to your screen.

### Prosthetic Suspense screen

Prosthetic Suspense			Mar 22, 2000 09:49:25		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999P)						
Date	Type	Requestor	Description	Init Act	Days	Status
1 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00	0	CLOSED
2 03/01/00	MANUAL		FIX BRACE	03/02/00	1	PENDING
3 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00	1	PENDING
4 03/01/00	MANUAL		REVIEW	03/01/00	0	CLOSED
5 02/11/00	ROUTINE		CONTACT LENS RX:		@28	OPEN
6 02/11/00	ROUTINE		CONTACT LENS RX:		@28	OPEN
7 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*28	PENDING
+ Enter ?? for more actions						
23 Display 2319		PI Post Initial Action		CD CPRS Display		
VR View Request		OT Post Other		CG Change Patient		
IA View Initial Action		PC Post Complete		CR Cancel Request		
VO View Other Action		AD Add Manual		FW Forward Consult		
CO View Complete		ED Edit Manual		PR Print Consult		
Select Item(s): Next Screen//						

### Page Number(s)

Notice at the top of the page on the right-hand corner, the page number is listed. It will display the total number of pages, if multiple pages are available to be viewed. Pressing <Enter> scrolls to the following page until you have reached the last page.

# Understanding Field/Column Descriptions

## Columns

Below is a list of the column titles shown on the Suspense Processing list.

Column	Description
<b>Date</b>	This is the date the order was written or the date the CPRS order was sent.
<b>Type</b>	<p>There are two main types of Suspense records:</p> <ol style="list-style-type: none"> <li>1) Manual</li> <li>2) Routine (electronic orders via CPRS)</li> </ol> <p>There are multiple types of Routine (electronic orders via CPRS) records including the following:</p> <ul style="list-style-type: none"> <li>• Routine Prosthetics</li> <li>• Contacts</li> <li>• Eye Glass</li> <li>• Oxygen (Home Oxygen)</li> </ul>
<b>Requestor</b>	This is the name of the person who entered the order.
<b>Description</b>	This is a free-text field that is manually entered with approximately 15 characters in length.
<b>Initial Action</b>	This is a date field. It displays the date of the first action taken on the suspense record.
<b>Days</b>	<p><sup>1</sup>This is a number field. This displays the number of “Work“ days (<b>not</b> Calendar days) from the original date the order was entered as a suspense to the day it is completed. There will be either an At-Sign (@) or an asterisk (*) next to this number, if the number is more than 5 days in length from the order entry date. Then the request will be put on the <b>Five Day Delayed Order Report</b>.</p> <p><b>At-Sign (@):</b> If there is an At-sign (@) next to a number, this signifies that the order is in an <b>OPEN</b> status, and the suspense is greater than five “Work” days.</p> <p><b>Asterisk (*):</b> If there is an asterisk (*) next to the number in the Days column, this signifies that the order took more than 5 work days to change the status from <b>OPEN</b> to <b>PENDING</b> or from <b>OPEN</b> to <b>CLOSED</b>.</p> <p><b>Note:</b> The calculation subtracts Saturdays and Sundays from the number of days the order was entered, even if a CPRS order was written over a weekend. <u>Holidays are always counted</u>. A “work day” is defined as Monday through Friday.</p>

*Continued on next page*

<sup>1</sup> The Days column has been enhanced with Patch RMPR\*3\*55, April 2001.

## Understanding Field/Column Descriptions, Continued

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### Columns (continued)

Below is a list of the column titles shown on the Suspense Processing list.

---

Column	Description
Status	<p>This field shows the following status types:</p> <ol style="list-style-type: none"><li>1. Open</li><li>2. Pending</li><li>3. Closed</li></ol> <p>An order is placed into a PENDING status once initial action is taken. It remains in that status until the order is fulfilled and then changes to a CLOSED status.</p> <p><b>Note:</b> The status can change from OPEN to CLOSED.</p>

---

# View a Request (VR)

## Function description

<sup>1</sup>A change has been made to the **View Request (VR)** option on the **Suspense Processing** option [RMPR SUSP MENU] with **Patch RMPR\*3\*55**, April, 2001.

This option now begins by displaying the requested text and then all notes posted to a request. It displays notes in chronological order starting with the most recent. If more than one screen is required, it prompts you to press any key before continuing.

## Step

To view a request, follow these steps:

Step	Action
1	At the <b>Select Item(s) Next Screen//</b> prompt, type <b>VR</b> for the <b>View Request</b> action, and press <Enter.>
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>

## Screen sample

Suspense Processing				Feb 02, 2001 14:03:36		Page: 2 of 7	
Open/Pending/Closed Suspense for Bop,Baby (111-22-4444)							
	Date	Type	Requestor	Description	Init Act	Days	Status
15	10/17/00	MANUAL			02/22/01	*92	PENDING
16	10/13/00	ROUTINE	CORKWELL,H	WHEELCHAIR		@119	OPEN
17	10/13/00	ROUTINE	CORKWELL,H	SHOE PAD		@119	OPEN
18	09/25/00	MANUAL	CORKWELL,H	WHEELCHAIR	09/29/00	4	CLOSED
19	08/17/00	MANUAL	CORKWELL,H	CANE	09/18/00	*22	CLOSED
20	07/11/00	MANUAL	CORKWELL,H	CANE		@187	OPEN
21	07/11/00	MANUAL	CORKWELL,H		08/17/00	*27	CLOSED
22	07/11/00	ROUTINE	CORKWELL,H	WHEELCHAIR, BULE, GR	07/11/00	0	CLOSED
23	07/11/00	MANUAL	CORKWELL,H	WHEELCHAIR		@187	OPEN
24	07/11/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLI	09/15/00	*48	CLOSED
25	07/05/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN		@191	OPEN
26	07/03/00	ROUTINE	CORKWELL,H	TEST AGAIN URGENCY		@193	OPEN
+ Enter ?? for more actions							
23	Display 2319		PI	Post Initial Action	CD	CPRS Display	
VR View Request			OT	Post Other	CG	Change Patient	
IA View Initial Action			PC	Post Complete	CR	Cancel Request	
VO View Other Action			AD	Add Manual	FW	Forward Consult	
CO View Complete			ED	Edit Manual	PR	Print Consult	
Select Item(s): Next Screen// VR <Enter> View Request							
Enter a list or range of numbers (15-28): 25 <Enter>							

*Continued on next page*

<sup>1</sup> The View a Suspense Request (VR) option has been enhanced with Patch RMPR\*3\*55, April 2001.

## View a Request (VR), Continued

### Chronological order

Notice the order of the notes by the date and time of the notes displayed in the sample below. The following is displayed on Page 1:

- Order Date (date order was entered)
- Patient name
- Requestor
- Suspended by person
- Initial action date and note
- Completion date and note (if applicable)
- Description of item(s)/services requested

### Step

To view a request, follow these steps:

Step	Action
1	Press <Enter> to view each page of the text for the suspense record.

### Page 1 of Suspense Record

View	FEB 27,2001 11:22	PAGE 1
-----		
Order Date: JUN 30,2000	Patient: BOP,BABY	Requestor: PETERSON,ALISA
Suspended By: PETERSON,ALISA		
-----		
Initial Action Date: JUL 3,2000	Complete Date: JUL 3,2000	15:15
=====		
Description of Item/Services Requested		
REASON FOR REQUEST: (complaints and findings)		
1. RESULTS OF ARTERIAL BLOOD GASES OR PULSE OXIMETRY		
Room Air at Rest:		
Room Air with Exercise:		
O2@ LPM of:		
O2@ LPM with exercise of:		
2. PRESCRIPTION FOR HOME OXYGEN		
____LPM @ Rest		
____LPM Continuous		

*Continued on next page*

## View a Request (VR), Continued

### View Request data

The page number is listed at the top of a page on the right-hand side of the order.  
The content of each page is shown on the screen below.

- Page 2 displays ordering information and issuing instructions.
- Page 3 displays delivery instructions if applicable.

### Step

To view a request, follow these steps:

Step	Action
1	Press <Enter> to view each page of the text for the suspense record.

### Page 2 of Suspense Record Text

View	FEB 27,2001	11:22	PAGE 2
-----			
<input type="checkbox"/> LPM During Exercise		<input type="checkbox"/> LPM Exercise Only	
<input type="checkbox"/> LPM @ Night		<input type="checkbox"/> LPM Night Only	
3. PRIMARY DELIVERY SYSTEM			
<input type="checkbox"/> Compressed Gas			
<input type="checkbox"/> Concentrator			
<input type="checkbox"/> Liquid System			
4. ADDITIONAL ITEMS			
<input type="checkbox"/> Portable Cylinders (steel <input type="checkbox"/> aluminum <input type="checkbox"/> )			
Tank Size		Quantity per Month	
<input type="text"/>		<input type="text"/>	
<input type="text"/>		<input type="text"/>	
<input type="text"/>		<input type="text"/>	
View	FEB 27,2001	11:22	PAGE 3
-----			
<input type="checkbox"/> Conserving Device			
Type <input type="text"/>			
<input type="checkbox"/> Nasal Cannula			
<input type="checkbox"/> Oxygen Mask			
<input type="checkbox"/> Trach Mask			
<input type="checkbox"/> Humidification			
<input type="checkbox"/> Other (e.g., cart, shoulder bag, etc.) <input type="text"/>			
DELIVERY LOCATION:			
5. LOGISTICS			
a.	Outpatient <input type="text"/>	Inpatient <input type="text"/>	
b.	Patient scheduled for discharge (date): <input type="text"/>		
c.	Patient requires portable O2 for transport home: (yes / no)		
d.	Patient requires recertification of prescription and follow-up		

*Continued on next page*

## View a Request (VR), Continued

### Chronological list of notes

The chronological list of notes that displays includes Completion Notes, Initial Action Notes, and one or more Other Notes posted to the suspense record. The list of note(s) display in order of the most recent note entered first.

### Step

To view a list of notes posted to a request in chronological order, follow these steps:

Step	Action
1	Press <Enter> to view the last page of the text for the suspense record.
2	The chronological list of notes posted to the request displays.
3	At the Enter to RETURN to continue or '^' to exit: prompt, press <Enter> to view all the notes posted to the request.

### Page 4 and Chronological List of Notes

Patch  
RMPR\*3\*55  
New Feature

View	FEB 27, 2001	11:22	PAGE 4
------	--------------	-------	--------

-----

appointment: (6 months / 12 months)  
e. Date of last visit: \_\_\_\_\_  
f. Date of next visit: \_\_\_\_\_

6. Does patient have advance directive on file? Yes \_\_\_\_\_ No \_\_\_\_\_

-----

Initial Action Note:  
See Completion Note, this was forwarded to another service.

-----

Complete Note:  
TESTING THE FORWARD OPTION.

Enter RETURN to continue or '^' to exit: <Enter>

<sup>1</sup>Chronological list of notes posted to the request...

Initial Action Note - SEP 15, 2000@12:34 posted by CORKWELL,H

-----

Completion Note - SEP 18, 2000@15:31:27 posted by CORKWELL,H

DONE

-----

Other Action Note - APR 13, 2001@10:44:31

This is a note posted to view the list of notes chronologically from a time standpoint of entry.

-----

Other Action Note - APR 13, 2001@10:45:39

This is another note posted to this request for purposes of viewing the time the note was posted and the chronological view of it.

-----

Enter RETURN to continue or '^' to exit:

<sup>1</sup> Chronological List of Notes added with Patch RMPR\*3\*55 in April, 2001.



## Display Full 2319 (23)

---

### Function description

The **Display Full 2319** action displays the 10-2319 Entitlement information including clothing allowance (if applicable) and Disability Codes.

---

### Steps

To view the full 2319, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>23</b> for the <b>Display Full 2319</b> option, and press <Enter.>
2	The current Disability Codes display.

---

### 10-2319 Entitlement information

Select Item(s): Quit// **23** <Enter> Display Full 2319

Current Disability Codes are:

AMP/LWD	NSC A&A	S/C
AMP/RC	INPATIENT	S/C
AMP/LS	NSC A&A	NSC
AMP/RHD	SC VIETNAM	S/C

\*More Disability Codes on File, See Screen 1

---

## View Initial Action (IA) and View Other Action (VO) Notes

### Function description

You can view an initial action note placed on an order through the **View Initial Action (IA)** action.

You can also view any additional action notes placed on an order through the **View Other Action (VO)** action that were placed any time after the initial action note.

### Steps

To view an initial or additional action note, follow these steps:

Step	Action
1	At the following prompt: <b>Select Item(s): Next Screen//</b> , type <b>IA</b> to access the <b>View the Initial Action</b> option or <b>VO</b> to access the <b>View Other Action</b> action, and press <Enter.>
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>

### View Initial Action Notes screen

Suspense Processing			Apr 17, 2001@10:17:09			Page: 1 of 2		
Open/Pending/Closed Suspense for Yentel,Robert (333-33-9999)								
	Date	Type	Requestor	Description	Init Act	Days	Status	
1	03/28/01	MANUAL		LT POSTERIOR SPLINT --	03/28/01	0	PENDING	
2	09/27/00	ROUTINE	ALEXANIAN,	AUTOMATIC BLOOD PRESSU	10/10/00	*9	CLOSED	
3	08/09/00	MANUAL	WIGCHERS,M	WALKER BASKET NC 9432	08/26/00	*12	CLOSED	
4	03/29/00	MANUAL		INSPECTION MIRROR	04/10/00	*8	CLOSED	
5	03/23/00	MANUAL		LEFT X-LARGE AFO --	03/28/00	3	CLOSED	
6	03/23/00	MANUAL		GAIT BELT - ISSUED TO	03/28/00	3	CLOSED	
7	03/16/00	MANUAL		"VAS" W/C SN#Q2-020848	03/23/00	5	CLOSED	
8	03/16/00	MANUAL		SHOWER HOSE/DIVERTER V	03/23/00	5	CLOSED	
9	03/16/00	MANUAL		TUB SEAT - ISSUED TO P	03/23/00	5	CLOSED	
10	03/16/00	MANUAL		2ND GRAB BAR 24" - ISS	03/23/00	5	CLOSED	
11	03/16/00	MANUAL		JAY RAVE CUSHION 18X1	03/23/00	5	CLOSED	
12	02/15/00	MANUAL		REPLACEMENT REACHER	02/18/00	3	CLOSED	
13	02/11/00	MANUAL		SOCK AID	02/18/00	5	CLOSED	
14	02/08/00	MANUAL		REACHER, DRESSING STIC	02/18/00	*8	CLOSED	
+ Enter ?? for more actions								
VR View Request			OT Post Other		CG Change Patient			
IA View Initial Action			PC Post Complete		CR Cancel Request			
VO View Other Action			AD Add Manual		FW Forward Consult			
CO View Complete			ED Edit Manual		PR Print Consult			
Select Item(s): Next Screen// IA <Enter> View Initial Action								
Enter a list or range of numbers (1-14): 3 <Enter>								

*Continued on next page*

## View Initial Action (IA) and View Other Action (VO) Notes, Continued

### PENDING status

Keep in mind that when creating the first action note, the status changes from OPEN to PENDING and when creating the second or additional action note(s), the status remains PENDING. Only when a consult record is completed does the status change to CLOSED.

### Steps (continued)

To continue to view other action notes, follow these steps:

Step	Action
3	After viewing other action notes, press <Enter> to return or continue if necessary.
4	Type “^” to exit.

### View Initial Action Note (continued)

Initial Action Note	APR 17,2001 10:17	PAGE 1
-----		
Order Date: AUG 9,2000	Patient: YENTEL,ROBERT	Requestor: WIGCHERS,MONICA
-----		
Initial Action Date: AUG 26,2000		
-----		
Note:		
See Completion Note for Initial Action Taken.		
-----		
Enter RETURN to continue or '^' to exit:		

## View a Complete Note (CO)

### Function description

You can view a complete note through the **View Complete Note (CO)** action if the suspense record has a CLOSED status listed.

### Steps

To view a complete note, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> , type <b>CO</b> to access the <b>View Complete Note</b> action, and press <b>&lt;Enter.&gt;</b>
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	Type the number for the suspense record you want to view, and press <b>&lt;Enter.&gt;</b>

### View Complete Note screen

Suspense Processing			Apr 17, 2001@10:49:40			Page: 1 of 2		
Open/Pending/Closed Suspense for Yentel,Robert (398-34-9999)								
	Date	Type	Requestor	Description	Init Act Days	Status		
1	03/28/01	MANUAL		LT POSTERIOR SPLINT --	03/28/01 0	PENDING		
2	09/27/00	ROUTINE	ALEXANIAN,	AUTOMATIC BLOOD PRESSU	10/10/00 *9	CLOSED		
3	08/09/00	MANUAL	WIGCHERS,M	WALKER BASKET NC 9432	08/26/00 *12	CLOSED		
4	03/29/00	MANUAL		INSPECTION MIRROR	04/10/00 *8	CLOSED		
5	03/23/00	MANUAL		LEFT X-LARGE AFO --	03/28/00 3	CLOSED		
6	03/23/00	MANUAL		GAIT BELT - ISSUED TO	03/28/00 3	CLOSED		
7	03/16/00	MANUAL		"VAS" W/C SN#Q2-020848	03/23/00 5	CLOSED		
8	03/16/00	MANUAL		SHOWER HOSE/DIVERTER V	03/23/00 5	CLOSED		
9	03/16/00	MANUAL		TUB SEAT - ISSUED TO P	03/23/00 5	CLOSED		
10	03/16/00	MANUAL		2ND GRAB BAR 24" - ISS	03/23/00 5	CLOSED		
11	03/16/00	MANUAL		JAY RAVE CUSHION 18X1	03/23/00 5	CLOSED		
12	02/15/00	MANUAL		REPLACEMENT REACHER	02/18/00 3	CLOSED		
13	02/11/00	MANUAL		SOCK AID	02/18/00 5	CLOSED		
14	02/08/00	MANUAL		REACHER, DRESSING STIC	02/18/00 *8	CLOSED		
+ Enter ?? for more actions								
VR View Request			OT Post Other		CG Change Patient			
IA View Initial Action			PC Post Complete		CR Cancel Request			
VO View Other Action			AD Add Manual		FW Forward Consult			
CO View Complete			ED Edit Manual		PR Print Consult			
Select Item(s): Next Screen// CO <Enter> View Complete								
Enter a list or range of numbers (1-14): 2								
DEVICE: TELNET VIRTUAL								
Complete Note			APR 17,2001 10:49 PAGE 1					
-----								
Order Date: SEP 27,2000 Patient: YENTEL,ROBERT Requestor: ALEXANIAN,DAVID								
Initial Action Date: OCT 10,2000								
-----								
Complete Date: OCT 10,2000								
-----								
Note:								
2B5 2 CALL KRIS @47309 FOR PU								
Enter RETURN to continue or '^' to exit:								

# Add a Manual Suspense Record (AD)

## Function description

You can add a manual suspense record to Prosthetics to request an item or service through the **Add Manual (AD)** action. The manually-entered suspense record status begins in an OPEN status with a new request.

## Steps

To add a manual suspense, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> , type <b>AD</b> to access the <b>Add Manual</b> action, and press <Enter.>

## Add Manual Record Screen

Prosthetic Suspense			June 9, 2000 10:02:11		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999)						
Date	Type	Requestor	Description	Init	Act	Days Status
1 06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (		3	OPEN
2 06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		3	OPEN
3 06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:		3	OPEN
4 06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		3	OPEN
5 03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00	0	CLOSED
6 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*40	CLOSED
7 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*40	PENDING
8 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*40	PENDING
9 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00	0	CLOSED
10 03/01/00	MANUAL		FIX BRACE	03/02/00	0	PENDING
11 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00	0	PENDING
12 03/01/00	MANUAL		REVIEW	03/01/00	0	CLOSED
13 02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00	*8	CLOSED
+ Enter ?? for more actions						
23 Display 2319		PI Post Initial Action		CD CPRS Display		
VR View Request		OT Post Other		CG Change Patient		
IA View Initial Action		PC Post Complete		CR Cancel Request		
VO View Other Action		AD Add Manual		FW Forward Consult		
CO View Complete		ED Edit Manual		PR Print Consult		
Select Item(s): Next Screen// AD <Enter> Add Manual Suspense						

*Continued on next page*

## Add a Manual Suspense Record (AD), Continued

### Appendix A

To add a manual suspense record and close the record at the same time, see Appendix A for instructions on how to combine actions.

### Steps

(continued)

To continue to add a manual suspense, follow these steps:

Step	Action
2	At the <b>PROSTHETIC SUSPENSE DATE RX WRITTEN</b> prompt, you can enter <b>T</b> for the current date or <b>T - #</b> (number of days the request was actually made), and press <b>&lt;Enter&gt;</b> .
3	At the <b>Requestor</b> prompt, type the physician name, and press <b>&lt;Enter&gt;</b> .
4	At the <b>Edit? NO//</b> prompt, type <b>Y</b> for Yes to edit the note.
5	Type a free-text note in the text editor.
6	When complete, press the <b>"PF1"</b> key and then the <b>"E"</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list.

### Add a Manual Record Screen (continued)

```
PROSTHETIC SUSPENSE DATE RX WRITTEN: T-5      <Enter>      (JUN 23, 2000)
REQUESTOR: PETERSON, <Enter>    PETERSON,ALISA      AP      RM FIELD OFFICE
      TECHNICAL WRITER
DESCRIPTION OF ITEM/SERVICES:
      No existing text
      Edit? NO// YES      <Enter>

[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >==[ <PF1>H=Help ]====
ADDING A MANUAL SUSPENSE RECORD.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====
```

## Post Initial Action Note (PI)

### Function description

You can post an initial action note on a suspense record through the **Post Initial Action (PI)** action. This indicates that some form of action has taken place. The status changes from OPEN to PENDING and will remain in this status until all action is completed.

### Steps

To post an initial action note on a consult, follow these steps:

Step	Action
1	At the following prompt: <b>Select Item(s): Next Screen//</b> , type <b>PI</b> to access the <b>Post Initial Action</b> option, and press <b>&lt;Enter&gt;</b> .
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to post an initial action note, and press <b>&lt;Enter&gt;</b> .
4	At the next prompt, <b>Edit? No//</b> , type a <b>Y</b> for Yes to create a new note.
5	The text editor displays for you to type a free-text note. When complete, press the <b>"PF1"</b> key and then the <b>"E"</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list.

### Post Initial Action screen

Prosthetic Suspense			Mar 22, 2000 09:49:25		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	02/11/00	ROUTINE		CONTACT LENS RX:	@28	OPEN
2	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING
3	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED
4	03/01/00	MANUAL		FIX BRACE	03/02/00 1	PENDING
5	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 1	PENDING
6	03/01/00	MANUAL		REVIEW	03/01/00 0	CLOSED
7	02/29/00	MANUAL		NEW WHEELCHAIR NEEDED	02/29/00 0	CLOSED
8	02/29/00	MANUAL		NEW BED	02/29/00 0	CLOSED
+ Enter ?? for more actions						
23 Display 2319			PI Post Initial Action		CD CPRS Display	
VR View Request			OT Post Other		CG Change Patient	
IA View Initial Action			PC Post Complete		CR Cancel Request	
VO View Other Action			AD Add Manual		FW Forward Consult	
CO View Complete			ED Edit Manual		PR Print Consult	
Select Item(s): Quit// PI <Enter> Post Initial Action						
Enter a list or range of numbers (1-3): 1 <Enter>						
INITIAL ACTION NOTE:						
No existing text						
Edit? NO// YES <Enter>						
==[ WRAP ]==[ INSERT ]=====< INITIAL ACTION NOTE >=====[ <PF1>H=Help ]=====						
Training on the Post Initial Note function...						
<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====						

*Continued on next page*

## Post Other Note (OT)

### Function description

You can post an additional note on a request through the **Post Other Note (OT)** action. This provides a means to make a comment to the Requestor.

### Steps

To post an additional note to the suspense order, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> , type <b>OT</b> to access the <b>Post Other Note</b> action, and press <b>&lt;Enter&gt;</b> .
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	At the <b>Edit? NO//</b> prompt, type a <b>Y</b> for Yes to edit the note on the suspense record. The text editor displays for you to type a free-text note
4	When complete, press the <b>"PF1"</b> key and then the <b>"E"</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list.

### Post Other Note screen

Prosthetic Suspense		Mar 22, 2000 09:54:49		Page: 1 of 2	
Suspense Processing					
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999)					
Date	Type	Requestor	Description	Init Act Days	Status
1 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED
2 03/01/00	MANUAL		FIX BRACE	03/02/00 1	PENDING
3 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 1	PENDING
4 03/01/00	MANUAL		REVIEW	03/01/00 0	CLOSED
5 02/29/00	MANUAL		NEW WHEELCHAIR NEEDED	02/29/00 0	CLOSED
6 02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *6	CLOSED
7 02/29/00	MANUAL		NEW BED	02/29/00 0	CLOSED
8 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING
9 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING
10 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING
+ Enter ?? for more actions					
23 Display 2319		PI Post Initial Action		CD CPRS Display	
VR View Request		OT Post Other		CG Change Patient	
IA View Initial Action		PC Post Complete		CR Cancel Request	
VO View Other Action		AD Add Manual		FW Forward Consult	
CO View Complete		ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// OT <Enter> Post Other Note					
Enter a list or range of numbers (1-12): 1 <Enter>					
ACTION NOTE:					
No existing text					
Edit? NO// YES <Enter>					
==[ WRAP ]==[ INSERT ]=====< ACTION NOTE >===== [ <PF1>H=Help ]=====					
Posting An Additional Note.					
<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====					



## Post a Complete Note (PC)

### Function description

You can post a complete note when all action has taken place for a requested Prosthetic item or service through the **Post Complete (PC)** action. When you post the complete note, the status on the suspense record changes from PENDING (if action has previously taken place on the request) or OPEN to CLOSED.

### Steps

To post a complete note, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> , type <b>PC</b> to access the <b>Post Complete Note</b> action, and press <b>&lt;Enter&gt;</b> .
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <b>&lt;Enter&gt;</b> .
4	At the <b>Edit? NO//</b> prompt, type a <b>Y</b> for Yes to edit the note on the suspense record. The text editor displays for you to type a free-text note, and the note will be complete with a status of CLOSED.
5	When complete, press the <b>"PF1"</b> key and then the <b>"E"</b> key to exit out of the text editor, save the data, and return to the Suspense Processing list.

### Post Complete Note screen

Prosthetic Suspense			Mar 22, 2000 09:59:29		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999)						
Date	Type	Requestor	Description	Init Act Days	Status	
1 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED	
2 03/01/00	MANUAL		FIX BRACE	03/02/00 1	PENDING	
3 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 1	PENDING	
4 03/01/00	MANUAL		REVIEW	03/01/00 0	CLOSED	
5 02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *6	CLOSED	
6 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING	
7 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING	
+ Enter ?? for more actions						
23 Display 2319		PI	Post Initial Action	CD	CPRS Display	
VR View Request		OT	Post Other	CG	Change Patient	
IA View Initial Action		PC	Post Complete	CR	Cancel Request	
VO View Other Action		AD	Add Manual	FW	Forward Consult	
CO View Complete		ED	Edit Manual	PR	Print Consult	
Select Item(s): Next Screen// PC <Enter> Post Complete Note						
Enter a list or range of numbers (1-12): 1 <Enter>						
COMPLETION NOTE:						
No existing text						
Edit? NO// YES <Enter>						
[ WRAP ]==[ INSERT ]=====< COMPLETION NOTE >===== [ <PF1>H=Help ]====						
POSTING A COMPLETE NOTE TO SEE STATUS CHANGE FROM PENDING TO CLOSED.						
<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====						

## Change to a Different Patient (CP)

### Function description

You can change the screen to view a different patient when viewing a patient's data. Use the **Change Patient (CP)** action to switch to another patient.

### Steps

To change to a different patient, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CP</b> for the <b>Change Patient</b> action, and press <b>&lt;Enter&gt;</b> .
2	At the <b>Select PROSTHETIC PATIENT</b> prompt, enter the patient's name, and press <b>&lt;Enter&gt;</b> .
3	The Prosthetic Suspense list will display for the new patient.

### Change to Different Patient screen

Prosthetic Suspense			June 9, 2000 10:04:53		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999)						
Date	Type	Requestor	Description	Init Act Days	Status	
1 06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (	3	OPEN	
2 06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	3	OPEN	
3 06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	3	OPEN	
4 06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR	3	OPEN	
5 03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0	CLOSED	
6 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED	
7 03/01/00	MANUAL		FIX BRACE	03/02/00 1	PENDING	
8 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 1	PENDING	
9 03/01/00	MANUAL		REVIEW	03/01/00 0	CLOSED	
10 02/29/00	MANUAL		NEW BED	02/29/00 0	CLOSED	
11 02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *6	CLOSED	
12 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	CLOSED	
13 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING	
14 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING	
+ Enter ?? for more actions						
23 Display 2319		PI Post Initial Action		CD CPRS Display		
VR View Request		OT Post Other		CG Change Patient		
IA View Initial Action		PC Post Complete		CR Cancel Request		
VO View Other Action		AD Add Manual		FW Forward Consult		
CO View Complete		ED Edit Manual		PR Print Consult		
Select Item(s): Next Screen// CG <Enter> Change to Different Patient						
Select PROSTHETIC PATIENT: SMITH, PATIENT <Enter> SMITH,PATIENT 1-1-30						
222999777						
NO PILL						
...OK? Yes// <Enter> (Yes)						
HINES, IL						

## Edit Manual Suspense (ED)

### Function description

You can only edit a manual Suspense record, not a CPRS electronic record for a patient. You can edit the following information for a suspense record through the **Edit Manual (ED)** action:

- Station
- Veteran Suspense form
- Requestor
- Description of item/services.

### Steps

To edit a manual suspense, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>ED</b> for the <b>Edit Manual</b> suspense action, and press <Enter.>  <b>Note:</b> If no changes are required, press <Enter> at the // prompt to bypass the editing option.
2	Type a number (from the list shown) to select an order, and press <Enter.>

### Edit Manual Suspense screen

Prosthetic Suspense				June 6, 2000 10:04:53		Page: 1 of 2	
Suspense Processing							
Open/Pending/Closed Suspense for Danger,Dan (101-12-2750P)							
Date	Type	Requestor	Description	Init Act	Days	Status	
1 06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (		3	OPEN	
2 06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		3	OPEN	
3 06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:		3	OPEN	
4 06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		3	OPEN	
5 03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00	0	CLOSED	
6 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00	0	CLOSED	
7 03/01/00	MANUAL		FIX BRACE	03/02/00	1	PENDING	
8 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00	1	PENDING	
9 03/01/00	MANUAL		REVIEW	03/01/00	0	CLOSED	
10 02/29/00	MANUAL		NEW BED	02/29/00	0	CLOSED	
11 02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00	*6	CLOSED	
12 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*28	CLOSED	
13 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*28	PENDING	
14 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*28	PENDING	
+ Enter ?? for more actions							
23 Display 2319		PI Post Initial Action		CD CPRS Display			
VR View Request		OT Post Other		CG Change Patient			
IA View Initial Action		PC Post Complete		CR Cancel Request			
VO View Other Action		AD Add Manual		FW Forward Consult			
CO View Complete		ED Edit Manual		PR Print Consult			
Select Item(s): Next Screen// ED <Enter> Change to Different Patient							

*Continued on next page*

## Edit Manual Suspense (ED), Continued

---

**Editing orders**      You can edit a manual suspense order (MANUAL) only. You cannot edit a CPRS electronic order (ROUTINE).

---

**Steps**      To continue to edit a manual suspense record, follow these steps:  
(continued)

Step	Action
3	At the <b>STATION:</b> HINES, IL// prompt, press <Enter> or change the station.
4	At the <b>VETERAN</b> prompt, press<Enter> if the correct veteran name is shown or enter the correct name.
5	At the <b>SUSPENSE FORM</b> prompt, press <Enter> to accept the default option.
6	At the <b>REQUESTOR</b> prompt, press <Enter> to accept the requestor shown or enter the correct requestor.
7	At the <b>DESCRIPTION OF ITEM/SERVICES:</b> prompt, press <Enter> to accept the description shown.
8	At the <b>Edit? NO//</b> prompt, type a <b>Y</b> for Yes to edit the description, and press <Enter.>
9	In the text editor, revise the information as needed.
10	When complete, press the “ <b>PF1</b> ” key and then the “ <b>E</b> ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

---

**Edit Manual  
Suspense screen**  
(continued)

```
OTHER OPEN
STATION: HINES, IL// <Enter>
VETERAN: DANGER,DAN// <Enter>
SUSPENSE FORM: OTHER// <Enter>
REQUESTOR: PETERSON,ALISA// <Enter>
DESCRIPTION OF ITEM/SERVICES: <Enter>
ADDING AND POSTING CLOSED AT THE SAME TIME.

Edit? NO// Y YES <Enter>

==[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >=[ <PF1>H=Help ]====
TEST - Editing this test.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====
```

---

## Cancel a Request (CR)

### Function description

You can cancel an order that was entered manually through the **Cancel Request (CR)** action. If an order was entered electronically through CPRS (ROUTINE order) into Prosthetics, and the order is cancelled, the physician will receive a cancelled note in CPRS.

### Steps

To cancel a request, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CR</b> for the <b>Cancel Request</b> action, and press <b>&lt;Enter&gt;</b> .
2	Select the record in the list to be canceled (indicated within parenthesis), and press <b>&lt;Enter&gt;</b> .
3	Enter the "Type" of the request or type two question marks to display the available options.
4	After selecting an option from the list, press <b>&lt;Enter&gt;</b> , and the suspense record will be deleted/canceled.

### Cancel Request screen

```
Select Item(s): Quit// CR <Enter> Cancel Request
Enter a list or range of numbers (1-5): 2 <Enter>

This will CANCEL/DELETE this Suspense Request.
Are you sure you want to CANCEL/DELETE this Suspense Request? (Y/N) ? N// Y
<Enter> YES
TYPE OF REQUEST: ?? <Enter>
This is the type of order from CPRS Consult Tracking Module.
Choose from:
1      ROUTINE PROSTHETICS
2      EYEGLASS
3      CONTACT LENS
4      OXYGEN
5      MANUAL NON CPRS
TYPE OF REQUEST: 1 <Enter> ROUTINE PROSTHETICS

DELETED/CANCELLED!
```

### 5 Prosthetics types of requests that can be Cancelled

There are five types of Prosthetic Requests that can be canceled as follows:

1. Routine Prosthetics
2. Eyeglass Consult
3. Contact Lens Consult
4. Oxygen (Home Oxygen) Consult
5. Manually-entered Order (not entered through CPRS)

## Forward a Consult (FW)

### Function description

An order can be forwarded through the **Forward Consult (FW)** action.

If you forward an order, you will be prompted to enter the service where the order is being forwarded. The status changes from OPEN to CLOSED in the Suspense list when an order has been forwarded.

**Note:** If an order was forwarded to Rehab for a patient to be evaluated, then a new order may be sent to Prosthetics after that for an item(s) or service.

### Steps

To forward a consult, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>FW</b> for the <b>Forward Consult</b> action, and press <b>&lt;Enter.&gt;</b>
2	Type a number (from the list shown) to select an order, and press <b>&lt;Enter.&gt;</b>

### Forward Consult Screen

Suspense Processing			Jul 03, 2000 15:14:44		Page: 1 of 4	
Open/Pending/Closed Suspense for Bop,Baby (111-11-1111)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	06/30/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:		1 OPEN
2	06/30/00	CONTACT	PETERSON,A	CONTACT LENS RX:		1 OPEN
3	06/30/00	EYEGLASS	PETERSON,A	EYEGLASS RX:		1 OPEN
4	06/29/00	MANUAL	DAYON,RUFI			2 OPEN
5	06/29/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	07/03/00	2 CLOSED
6	06/28/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	06/28/00	0 CLOSED
7	06/28/00	MANUAL	PETERSON,A	REPAIR WHEELCHAIR WHEE	06/28/00	0 CLOSED
8	06/26/00	ROUTINE	ACKERMAN,N	Remove Poison Cath.		5 OPEN
9	06/09/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	06/15/00	*4 CLOSED
10	06/07/00	ROUTINE	PETERSON,A		06/27/00	*14 PENDING
11	06/07/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:		@18 OPEN
+ Enter ?? for more actions						
23 Display 2319			PI Post Initial Action		CD CPRS Display	
VR View Request			OT Post Other		CG Change Patient	
IA View Initial Action			PC Post Complete		CR Cancel Request	
VO View Other Action			AD Add Manual		FW Forward Consult	
CO View Complete			ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// FW <Enter> Forward Consult						
Enter a list or range of numbers (1-14): 1 <Enter>						

*Continued on next page*

## Forward a Consult (FW), Continued

**Status change** Notice that the status changes from OPEN to CLOSED when a consult is forwarded.

**Steps**  
(continued) To continue to forward an order, follow these steps:

Step	Action
3	At the <b>Consult Request Service</b> prompt, enter the service where the consult will be forwarded.
4	At the <b>Edit? NO//</b> prompt, type <b>YES</b> to enter a free-text Completion Note.
5	In the text editor, revise the information as needed.
6	When complete, press the “ <b>PF1</b> ” key and then the “ <b>E</b> ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

**Forward Consult Screen**  
(continued)

CONSULT REQUEST SERVICE: DERMATOLOGY

COMPLETION NOTE:

No existing text

Edit? NO// <Enter> YES

==[ WRAP ]==[ INSERT ]=====< COMPLETION NOTE >===== [ <PF1>H=Help ]====

FORWARD A CONSULT TO DERMATOLOGY.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====>=====

Consult Forwarded.

Suspense Processing			Jul 03, 2000 15:16:36		Page: 1 of 4	
Open/Pending/Closed Suspense for Bop,Baby (101-11-1111)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	06/30/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:	07/03/00 1	CLOSED
2	06/30/00	CONTACT	PETERSON,A	CONTACT LENS RX:	1	OPEN
3	06/30/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	1	OPEN
4	06/29/00	MANUAL	DAYON,RUFI		2	OPEN
5	06/29/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	07/03/00 2	CLOSED
6	06/28/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	06/28/00 0	CLOSED
7	06/28/00	MANUAL	PETERSON,A	REPAIR WHEELCHAIR WHEE	06/28/00 0	CLOSED
8	06/26/00	ROUTINE	ACKERMAN,N	Remove Poison Cath.	5	OPEN
9	06/09/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	06/15/00 *4	CLOSED
10	06/07/00	ROUTINE	PETERSON,A		06/27/00 *14	PENDING
11	06/07/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:	@18	OPEN
+ Enter ?? for more actions						
23	Display 2319		PI Post Initial Action	CD CPRS Display		
VR	View Request		OT Post Other	CG Change Patient		
IA	View Initial Action		PC Post Complete	CR Cancel Request		
VO	View Other Action		AD Add Manual	FW Forward Consult		
CO	View Complete		ED Edit Manual	PR Print Consult		

## Print a Consult (PR)

### Function description

The **Print Consult (PR)** action allows you to print the consult or display the consult on your terminal screen.

### Steps

To print a consult, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>PR</b> for the <b>Print Consult</b> action, and press <b>&lt;Enter&gt;</b> .
2	Select the suspense record in the list to be printed (indicated within parenthesis), and press <b>&lt;Enter&gt;</b> .
3	At the <b>Chart Copy (Y/N)? Y//</b> prompt, type <b>NO</b> , and press <b>&lt;Enter&gt;</b> .
4	At the <b>DEVICE: HOME//</b> prompt, press <b>&lt;Enter&gt;</b> to display the consult. You can also type two question marks to select a printer from a list.

### Print Consult Screen

Suspense Processing			Jun 19, 2000 10:16:30		Page: 1 of 4		
Open/Pending/Closed Suspense for Bop,Baby (111-11-1111)							
	Date	Type	Requestor	Description	Init Act	Days Status	
1	06/09/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	06/15/00	*6 CLOSED	
2	06/07/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:		@8 OPEN	
3	06/07/00	MANUAL	PETERSON,A	Replace part on a Whee	06/07/00	0 CLOSED	
4	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST:		@9 OPEN	
5	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		@9 OPEN	
6	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	06/07/00	1 CLOSED	
7	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		@9 OPEN	
8	05/27/00	MANUAL	CORKWELL,H	FIX WHEELCHAIR		@16 OPEN	
9	04/10/00	ROUTINE	CORKWELL,H	FIRST DATA TRANSFERE	04/10/00	0 CLOSED	
+ Enter ?? for more actions							
23 Display 2319			PI Post Initial Action		CD CPRS Display		
VR View Request			OT Post Other		CG Change Patient		
IA View Initial Action			PC Post Complete		CR Cancel Request		
VO View Other Action			AD Add Manual		FW Forward Consult		
CO View Complete			ED Edit Manual		PR Print Consult		
Select Item(s): Next Screen// PR <Enter> Print Consult							
Enter a list or range of numbers (1-14): 1 <Enter>							
Chart Copy (Y/N)? Y// N <Enter>			NO				
DEVICE: HOME// <Enter>			TELNET		Right Margin: 80// <Enter>		

*Continued on next page*



## Print a Consult (PR), Continued

### Printout

Below is a sample part of a printout of a consult:

### Consult Printout (continued)

MEDICAL RECORD		CONSULTATION SHEET		Page 1 of 7
Consult Request: Consult		Consult No.: 359		
To: EYEGLASS REQUEST		Requested: 06/09/2000 3:03 pm		
From: NUR 3AS				
Requesting Facility: HINES DEVELOPMENT				
REASON FOR REQUEST: (Complaints and findings)				
AUTHOR & TITLE:				
DATE:				
ID #:	ORGANIZATION: HINES DEVELOPMENT	REG #:	LOC: 3AS	RM/BD: 330-1
BOP, BABY SC VETERAN		CONSULTATION SHEET		
101-12-2750P		Standard Form 513 (Rev 9-77)		
12/27/1950				
100 HOLLYWOOD				
HOLLYWOOD CALIFORNIA				
MEDICAL RECORD		CONSULTATION SHEET		Page 2 of 7
Consult Request: Consult		Consult No.: 359		
Reason For Request continued.				
EYEGLASS RX:				
[DISTANCE]				
	Sphere	Cylinder	Axis	Prism Base BC MRP
Right				
Left				
[NEAR]				
	Addition	Height	Type	Width PD Far PD Near PD Near Inset Total
Inset				
Right				
Left				
BOP, BABY SC VETERAN		CONSULTATION SHEET (Continued)		
111-11-4444		Standard Form 513 (Rev 9-77)		
12/27/1950				
MEDICAL RECORD		CONSULTATION SHEET		Page 3 of 7
Consult Request: Consult		Consult No.: 359		
Reason For Request continued.				
[FRAME SELECTION]				
Frame Name:		ORDERING INFORMATION-		
Color:		OBLIGATION #:		
Eyesize:		TOTAL COST		
Bridge Size:		VISA#		
Temple Length:		EXP DATE		
AUTHORIZATION SIGNATURE				
[EYEWEAR OPTIONS]				
Lens Material: Plastic Glass Polycarb				
Lens Style: Single Vision Bifocal Trifocal Lenses Only Safety				

# View Four Types of Consults through CPRS Display (CD)

**Four Consults** There are four types of consult requests that are entered through Prosthetics Suspense module via CPRS. They can be displayed through the **CPRS Display (CD)** action.

Samples screens are shown below. The four consults are:

1. Oxygen (Home Oxygen) Consult Request
2. Contact Lens Consult Request
3. Eyeglass Consult Request
4. Routine Prosthetics Request

**Steps** To display a CPRS consult, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> prompt, type <b>CD</b> for the <b>CPRS Display</b> action, and press <Enter.>
2	The next prompt displays: <b>Enter a list or a range of numbers</b> (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>

**Note: Four Consults in list**

Suspense Processing			Jun 07, 2000 09:36:55		Page: 1 of 3	
Open/Pending/Closed Suspense for Danger,Dan (111-11-1111)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (	1	OPEN
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	1	OPEN
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	1	OPEN
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR	1	OPEN
5	04/27/00	MANUAL	CORKWELL,H	FIX WHEELCHAIR	@29	OPEN
6	04/10/00	ROUTINE	CORKWELL,H	FIRST DATA TRANSFERE	04/10/00 0	CLOSED
7	02/11/00	ROUTINE	CORKWELL,H	CONTACT LENS RX:	04/25/00 *52	PENDING
+ Enter ?? for more actions						
23	Display	2319	PI Post Initial Action	CD CPRS Display		
VR	View Request		OT Post Other	CG Change Patient		
IA	View Initial Action		PC Post Complete	CR Cancel Request		
VO	View Other Action		AD Add Manual	FW Forward Consult		
CO	View Complete		ED Edit Manual	PR Print Consult		
Select Item(s): Next Screen// CD <Enter> CPRS Display						
Enter a list or range of numbers (1-14):						

# View Oxygen Consult

## Example

Below is a sample of the Oxygen (Home Oxygen) Consult:

## Sample Oxygen Consult

Current Pat. Status:	Inpatient
Ward:	3AS
Eligibility:	SC VETERAN

Order Information

To Service:	DERMATOLOGY
From Service:	NUR 3AS
Requesting Provider:	PETERSON,ALISA

Service is to be rendered on an INPATIENT basis

Place:	Bedside
Urgency:	Routine
Orderable Item:	DERMATOLOGY
Consult:	Consult Request

Provisional Diagnosis: Open angle glaucoma (365.10)  
Reason For Request:

REASON FOR REQUEST: (complaints and findings)

1. RESULTS OF ARTERIAL BLOOD GASES OR PULSE OXIMETRY

Room Air at Rest:  
Room Air with Exercise:  
O2@ LPM of:  
O2@ LPM with exercise of:

2. PRESCRIPTION FOR HOME OXYGEN

<input type="checkbox"/> LPM @ Rest	<input type="checkbox"/> LPM Continuous
<input type="checkbox"/> LPM During Exercise	<input type="checkbox"/> LPM Exercise Only
<input type="checkbox"/> LPM @ Night	<input type="checkbox"/> LPM Night Only

3. PRIMARY DELIVERY SYSTEM

<input type="checkbox"/> Compressed Gas
<input type="checkbox"/> Concentrator
<input type="checkbox"/> Liquid System

4. ADDITIONAL ITEMS

<input type="checkbox"/> Portable Cylinders (steel <input type="checkbox"/> aluminum <input type="checkbox"/> )	
Tank Size	Quantity per Month
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

☐ Conserving Device  
Type

<input type="checkbox"/> Nasal Cannula
<input type="checkbox"/> Oxygen Mask
<input type="checkbox"/> Trach Mask
<input type="checkbox"/> Humidification
<input type="checkbox"/> Other (e.g., cart, shoulder bag, etc.) <input type="text"/>

*Continued on next page*

## View Oxygen Consult, Continued

### Example

Below is a continued example of an Oxygen Consult:

### Sample Oxygen Consult (continued)

DELIVERY LOCATION:			
5. LOGISTICS			
a.	Outpatient _____	Inpatient _____	
b.	Patient scheduled for discharge (date): _____		
c.	Patient requires portable O2 for transport home: (yes / no)		
d.	Patient requires recertification of prescription and follow-up appointment: (6 months / 12 months)		
e.	Date of last visit: _____		
f.	Date of next visit: _____		
6. Does patient have advance directive on file? Yes _____ No _____			
Status:		PENDING	
Last Action:		FORWARDED FROM	
Detailed Display		Jul 28, 2000 14:12:10	Page: 6 of 6
Detailed Display			
+			
Activity	Date/Time	Responsible Person	Entered By
ENTERED IN CPRS	06/30/00 10:44	PETERSON,ALISA	PETERSON,ALISA
FORWARDED FROM	07/03/00 15:15	PETERSON,ALISA	PETERSON,ALISA
HOME OXYGEN REQUEST			
TESTING THE FORWARD OPTION.			

# View Contact Lens Consult

## Example

Below is a sample of the Contact Lens Consult:

## Sample Contact Lens Consult

Current Pat. Status:	Inpatient						
Ward:	3AS						
Eligibility:	SC VETERAN						
Order Information							
To Service:	DERMATOLOGY						
From Service:	NUR 3AS						
Requesting Provider:	PETERSON,ALISA						
Service is to be rendered on an INPATIENT basis							
Place:	Bedside						
Urgency:	Routine						
Orderable Item:	DERMATOLOGY						
Consult:	Consult Request						
Provisional Diagnosis:	Glaucoma, Suspect (365.00)						
Reason For Request:							
CONTACT LENS RX:							
Base	Power	DIA	OZ	Thick	SEC	PER	EDGE
Right							
Left							
MFG:		LENS TYPE:					
TINT:		DOT:					
_____D.W.		ORDERING INFORMATION-					
_____E.W.		OBLIGATION #:					
_____Mono		TOTAL COST					
		VISA#					
		EXP DATE					
AUTHORIZATION SIGNATURE							
ISSUING INSTRUCTIONS:							
_____See DR. for Dispensing							
_____Dispense Only							
_____Replacement							
_____Needs I&R							
_____Kit Training							
_____Reinstruct							
_____Other (Describe)							
DELIVERY INSTRUCTIONS: _____Veteran _____VA Medical Center							
Detailed Display		Jul 28, 2000 14:11:09				Page: 4 of 4	
Detailed Display							
+							
EYEGLOSS REPLACEMENT:		_____Lost		_____Broken		_____Stolen	
Status:		PENDING					
Last Action:		FORWARDED FROM					
Activity		Date/Time		Responsible Person		Entered By	
ENTERED IN CPRS		06/30/00 10:44		PETERSON,ALISA		PETERSON,ALISA	
FORWARDED FROM		07/10/00 07:54		PETERSON,ALISA		PETERSON,ALISA	
CONTACT LENS REQUEST							
TESTING THE FORWARD FUNCTION.							

# View Eyeglass Consult

## Example

Below is a sample of the Eyeglass Consult:

## Sample Eyeglass Consult

```
Current Pat. Status:  Inpatient
Ward:                 3AS
Eligibility:          SC VETERAN

Order Information
To Service:           EYEGLASS REQUEST
From Service:         NUR 3AS
Requesting Provider:  PETERSON,ALISA
Service is to be rendered on an INPATIENT basis
Place:                Bedside
Urgency:              Routine
Orderable Item:       EYEGLASS REQUEST
Consult:              Consult Request
Provisional Diagnosis: Glaucoma NEC (365.89)
Reason For Request:
EYEGLASS RX:
[DISTANCE]
      Sphere   Cylinder   Axis   Prism   Base   BC   MRP
Right
Left
-----
[NEAR]
      Addition Height   Type   Width   PD   Far PD   Near PD   Near Inset   Total
Ins
Right
Left
-----
[FRAME SELECTION]
Frame Name:
Color:
Eyesize:
ORDERING INFORMATION-
OBLIGATION #:
TOTAL COST
VISA#
Bridge Size:
Temple Length:
EXP DATE
AUTHORIZATION SIGNATURE
-----
[EYEWEAR OPTIONS]
Lens Material:  ___Plastic  ___Glass  ___Polycarb
Lens Style: ___Single Vision ___Bifocal ___Trifocal ___Lenses Only ___Safety
___Tint*  ___Progressive*
*Medical Necessity (required) for Tint or Progressive:
___Other: (Description)

SPECIAL INSTRUCTIONS FOR EYEWEAR FABRICATION:

DELIVERY INSTRUCTIONS:  ___Veteran  ___VA Medical Center

Detailed Display          Jul 28, 2000 14:11:31          Page:    4 of 4
Detailed Display
+
EYEGLASS REPLACEMENT:  ___Lost  ___Broken  ___Stolen  ___Repair

Status:                COMPLETE
Last Action:           COMPLETE/UPDATE
Activity               Date/Time      Responsible Person  Entered By
ENTERED IN CPRS        06/30/00 10:44  PETERSON,ALISA    PETERSON,ALISA
COMPLETE/UPDATE        07/19/00 15:53  CORKWELL,H        CORKWELL,H
```

## View a Prosthetics Consult (Routine)

### Example

Below is a sample of a Prosthetics Consult (Routine Consult):

### Prosthetics Consult

Current Pat. Status:	Inpatient		
Ward:	3AS		
Eligibility:	SC VETERAN		
Order Information			
To Service:	AMPUTEE/PROSTHETICS CLINIC		
From Service:	NUR 3AS		
Requesting Provider:	CORKWELL,H		
Service is to be rendered on an INPATIENT basis			
Place:	Bedside		
Urgency:	Routine		
Orderable Item:	AMPUTEE/PROSTHETICS CLINIC		
Consult:	Consult Request		
Provisional Diagnosis:	Bell's Palsy (351.0)		
Reason For Request:			
DESCRIPTION OF APPLIANCE OR REPAIR REQUESTED:			
ISSUING INSTRUCTIONS:			
_____ VETERAN WILL PICK UP			
_____ WARD/CLINIC PERSONNEL WILL PICKUP			
_____ DELIVERY LOCATION			
IF IN-PATIENT, ENTER ESTIMATED DISCHARGE DATE:			
Status:	PENDING		
Last Action:	FORWARDED FROM		
Activity	Date/Time	Responsible Person	Entered By
ENTERED IN CPRS	06/29/00 16:37	CORKWELL,H	CORKWELL,H
FORWARDED FROM	07/03/00 15:07	CORKWELL,H	CORKWELL,H
PROSTHETICS REQUEST			
FORWARD TO AMPUTEE CLINIC			
Detailed Display	Jul 28, 2000 14:13:02	Page:	4 of 4
Detailed Display			

# Managing Suspense Items

## Edit the Suspense Station (ES)

### Function description

The **Edit Suspense Station (ES)** option will edit the record for a patient.

### Steps

To edit the Suspense Station, follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>ES</b> for the <b>Edit Suspense Station</b> option, and press <Enter.>
2	At the <b>Select Prosthetic Suspense Date</b> prompt, type the date you want to edit, and press <Enter.>

### Edit Suspense Station Screen

SP	Suspense Processing
<b>ES</b>	<b>Edit Suspense Station</b>
IS	Inquire to Individual Suspense Record
PC	Print Closed Suspense Records
PO	Print Detailed Open/Pending Suspense Records
PP	Print Summary Open/Pending Suspense Records
PR	Print 5 Day Old Suspense Report
ST	Print Suspense Statistics
Select Suspense Option: <b>ES</b> <Enter> Edit Suspense Station	
Select PROSTHETIC SUSPENSE DATE: <b>T</b> <Enter> JUL 27, 2000 JUL 27, 2000 JUL 27, 2000	

### In this section

This section covers the following topics:

Topic	See Page
Edit the Suspense Station (ES)	37
Inquire to Individual Suspense Record (IS)	38



# Inquire to Individual Suspense Record (IS)

## Function description

The **Inquire to Individual Suspense Record (IS)** option will display the complete Suspense Record for a veteran.

## Steps

To inquire to an individual suspense record, follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>IS</b> for the <b>Inquire to Individual Suspense Record</b> option, and press <Enter.>
2	At the <b>Site</b> prompt, press <Enter> to accept the default site, or you can type two question marks to select a site from the list.
3	At the <b>Select Patient</b> prompt, type the name of the patient to be viewed.
4	At the <b>Device</b> prompt, press <Enter> to display the data online or enter a printer to print the information.

## Inquire to Individual Suspense Record Screen

```
SP      Suspense Processing
ES      Edit Suspense Station
IS     Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PP      Print Summary Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
ST      Print Suspense Statistics
```

Select Suspense Option: **IS** <Enter> Inquire to Individual Suspense Record

```
SITE: SAN ANTONIO VAMC// <Enter> 671
Select PATIENT: DANGER,DAN <Enter> DANGER,DAN 1-1-30 453890765
NO PILL
CHOOSE FROM:
1. 07/05/00 DANGER,DAN OPEN DESCRIPTION OF APPLIANCE OR REP
2. 05/24/00 DANGER,DAN OPEN EDITING THE DESCRIPTION TO ADD
3. 05/16/00 DANGER,DAN CLOSED Description edited.
4. 05/11/00 DANGER,DAN CLOSED Editing free-text field to Add
5. 05/05/00 DANGER,DAN OPEN Adding a manual suspense and po
6. 03/27/00 DANGER,DAN OPEN Description entered.
```

Enter a number (1-10): **3** <Enter>

```
DEVICE: TELNET Right Margin: 80// <Enter>
Complete Note AUG 1,2000 11:21 PAGE 1
```

```
-----
Order Date: MAY 16,2000 Patient: DANGER,DAN Requestor: DAYON,RUFINO
Initial Action Date: JUL 5,2000
```

```
-----
Complete Date: JUL 5,2000
-----
```

```
Note:
Item was given to pt
```

```
Enter RETURN to continue or '^' to exit:
```

# Printing Suspense Reports

## Overview of Reports

---

### Print Menu Options

There are five (5) **Print** menu options available within the **Suspense** Menu that are detailed over the next few pages. The menu options are as follows:

- Print Closed Suspense Records (PC)
  - Print Detailed Open/Pending Suspense Records (PO)
  - Print 5 Day Old Suspense Report (PR)
  - Print Summary Open/Pending Suspense Records (PS)
  - Print Suspense Statistics (ST)
- 

### In this section

This section covers the following topics:

Topic	See Page
Print Closed Suspense Records (PC)	40
Print Detailed Open/Pending Suspense Records (PO)	42
Print 5 Day Old Suspense Report (PR)	43
Print Summary Open/Pending Records (PS)	44
Print Suspense Statistics (ST)	45

---

## Print Closed Suspense Records (PC)

### Print Closed

The **Print Closed Suspense Records (PC)** Menu option provides the data for the closed suspense records.

**Note:** This report will include closed records with a completion date that is within an entered date range, regardless of the initial request date. This means that the totals on this report will not necessarily equal the corresponding totals on the Print Suspense Statistics (ST) report.

### Date and Times

Also, this report is date and time sensitive. An ending time should be entered, otherwise, the system will default to a time of 00:00. Do **NOT** enter a T for Today or you will not receive full results. It is recommended that you enter **16:30** for the end time or **N** for **Now**.

### Steps

To print the Closed Suspense Record(s), follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>PC</b> for the <b>Print Closed Suspense Records</b> Menu option, and press <Enter>.
2	At the <b>Start With Completion Date: First//</b> prompt, type the beginning date of the date range. (You can enter T for Today minus the number of days for the starting date.)
3	At the <b>Go to Completion Date: Last//</b> prompt, type the ending date of the date range. <b>NOTE: If the end date is the current date, you can type N for NOW.</b>
4	At the <b>Device</b> prompt, press <Enter> to accept the current default or you can enter two question marks and select an item from a list.

### Print Closed Suspense Record Screen

SP	Suspense Processing
ES	Edit Suspense Station
IS	Inquire to Individual Suspense Record
<b>PC</b>	<b>Print Closed Suspense Records</b>
PO	Print Detailed Open/Pending Suspense Records
PR	Print 5 Day Old Suspense Report
PS	Print Summary Open/Pending Suspense Records
ST	Print Suspense Statistics
Select Suspense Option: <b>PC</b> <Enter> Print Closed Suspense Records	
* Previous selection: COMPLETION DATE from Aug 21,2000 to Aug 22,2000@24:00	
START WITH COMPLETION DATE: FIRST// <b>T</b> <Enter> (AUG 21, 2000)	
GO TO COMPLETION DATE: LAST// <b>N</b> <Enter> (AUG 21, 2000@14:06:59)	
DEVICE: HOME Right Margin: 80// <Enter>	

*Continued on next page*

## Print Closed Suspense Records (PC), Continued

**Sample screen** Below is a sample screen of the **Print Closed Suspense Records (PC)** menu option.

### Print Closed Suspense Records Screen

Prosthetics Closed Suspense File List	AUG 21,2000 14:07	<b>PAGE 1</b>
-----		
STATION: SUPPORT ISC		
SUSPENSE DATE: AUG 14,2000	ATTITUDEBAD,VERYBAD	MANUAL
COMPLETION DATE: AUG 21,2000	COMPLETED BY: AGUILERA,TONY	
**First Line Description**		
THIS IS THE DESCRIPTION OF ITEMS FREE TEXT FIELD		
**Completion Note**		
THIS IS THE COMPLETION NOTE DESCRIPTION TEXT		
-----		
Prosthetics Closed Suspense File List	AUG 21,2000 14:07	<b>PAGE 2</b>
-----		
STATION: HINES MR TONY		
SUSPENSE DATE: AUG 21,2000	VETO,SUSAN	EYEGLASS
COMPLETION DATE: AUG 21,2000	COMPLETED BY: CORKWELL,HELEN	
**First Line Description**		
EYEGLASS RX:		
**Completion Note**		
Not a Prosthetic Patient. Needs appt.		
-----		
STATION: HINES MR TONY		
SUSPENSE DATE: AUG 21,2000	VETO,SUSAN	ROUTINE
COMPLETION DATE: AUG 21,2000	COMPLETED BY: CORKWELL,HELEN	
**First Line Description**		
BACK BRACE, SMALL		
**Completion Note**		
DONE		
-----		
Prosthetics Closed Suspense File List	AUG 21,2000 14:07	<b>PAGE 3</b>
-----		
STATION: HINES MR TONY		
SUSPENSE DATE: AUG 21,2000	WAX,FLOOR	CONTACT
COMPLETION DATE: AUG 21,2000	COMPLETED BY: CORKWELL,HELEN	
**First Line Description**		
CONTACT LENS RX:		
**Completion Note**		
COMPLETED THE 2914 REQUEST, SENT TO VENDOR. MAILED TO PATIENT.		

## Print Detailed Open/Pending Suspense Records (PO)

### Function description

You can print the detailed information from an OPEN or PENDING suspense record using the **Print Detailed Open/Pending Suspense Records (PO)** Menu option.

<sup>1</sup>**Note:** The number of working days that a request has been OPEN or PENDING from the data entry date into Suspense to the date the report is printed is shown (in parenthesis) next to the **Initial Action Date** field (see below).

### Steps

To print the detailed Open/Pending suspense records, follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>PO</b> for the <b>Print Detailed Open/Pending Suspense Records</b> option, and press <Enter.>
2	At the <b>Device: Home//</b> prompt, press <Enter> to accept the default. (You can also type two question marks to select a device from a list.)
3	The detailed data displays.

### Print Detailed Open/Pending Suspense Records Screen

```
SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PO      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics

Select Suspense Option: PO <Enter> Print Detailed Open/Pending Suspense
Records
DEVICE: HOME// <Enter> TELNET      Right Margin: 80// <Enter>
Prosthetics Open/Pending Suspense File List  APR 05, 2001 08:51
DATE      PATIENT      SSN      STATUS      TYPE      STATION      PAGE 10
-----
02/11/00  BOP,BABY      1111  OPEN  299  CONTACT      SALT LAKE CITY
CONTACT LENS RX:
-----
02/28/00  TEST,NANCY JR      8888  PEND  288  MANUAL      SUPPORT ISC
THIS IS A MANUAL RECORD
**Initial Action Date: 09/18/00  (145 Working Days)
TEST
-----
06/06/00  BOP,BABY      1111  OPEN  217  ROUTINE      ATLANTA, GA
FIX BROKEN WHEELCHAIR
-----
```

<sup>1</sup> New information with Patch RMPR\*3\*55, April 2001.

## Print 5 Day Old Suspense Report (PR)

### Function description

<sup>1</sup>The **Print 5 Day Old Suspense Report (PR)** Menu option prints all open records between two fixed dates. The start date is 90 days prior to the report run date (current date), and the end date is seven (7) days prior to the report run date (current date).

**Note:** Do not compare this report with the Suspense Statistics Report as they were developed for different purposes and will not necessarily show the same figures.

### Steps

To print the 5 Day Old Suspense Report, follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>PR</b> for the <b>Print 5 Day Old Suspense Report</b> Menu option, and press <b>&lt;Enter&gt;</b> .
2	At the <b>Site</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default or type two question marks to select an option from the list.
3	At the <b>Device: Home//</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default. (You can also type two question marks to select a device from a list.)
4	The detailed data displays.

### Print 5 Day Old Suspense Report Screen

SP	Suspense Processing
ES	Edit Suspense Station
IS	Inquire to Individual Suspense Record
PC	Print Closed Suspense Records
PO	Print Detailed Open/Pending Suspense Records
<b>PR</b>	<b>Print 5 Day Old Suspense Report</b>
PS	Print Summary Open/Pending Suspense Records
ST	Print Suspense Statistics
Select Suspense Option: <b>PR &lt;Enter&gt;</b> Print 5 Day Old Suspense Report	
SITE: SAN ANTONIO VAMC// <b>&lt;Enter&gt;</b> 671	
DEVICE: HOME// <b>&lt;Enter&gt;</b> TELNET Right Margin: 80// <b>&lt;Enter&gt;</b>	
DELINQUENT OPEN SUSPENSE REPORT STA 695	
DATE	PATIENT SSN FORM SUSPENDED BY PAGE 1
03/23/01	MICHELOS, MICHAEL T 9999 OTHER KALE, COLLEEN
Severe Right ankle sprain. needs crutches	
03/23/01	TRAFFICANT, WILLIAM P J 888 OTHER LENNIS, GINGER M
VELCRO CLOSURE FOR LEG BRACES	
03/26/01	PETERSON, RITA 7777 OTHER LEMCOTT, ROSE
WALKER SKIS AND WHEELS FOR LUMEX WALKER	
-----	
PSC 2421 2237 2529-3 2529-7 2474 2431 2914 OTHER 2520 STK ISU TOTAL	
0 0 0 0 0 0 0 3 0 0 3	

<sup>1</sup> Patch RMPR\*3.0\*52 – This refers to NOIS #DEN-0900-52460.

## Print Summary Open/Pending Suspense Records (PS)

### Function description

The **Print Summary Open/Pending Suspense Records (PS)** Menu option will print both the Open and Pending suspense records in a summary format.

### Steps

To print the summary Open/Pending suspense record(s), follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>PS</b> for the <b>Print Summary Open/Pending Suspense Records</b> Menu option, and press <b>&lt;Enter&gt;</b> .
2	At the <b>Device: Home//</b> prompt, press <b>&lt;Enter&gt;</b> to accept the default. (You can also type two question marks to select a device from a list.)
3	The detailed data displays.

### Print Summary Open/Pending Suspense Records Screen

SP Suspense Processing  
ES Edit Suspense Station  
IS Inquire to Individual Suspense Record  
PC Print Closed Suspense Records  
PO Print Detailed Open/Pending Suspense Records  
PR Print 5 Day Old Suspense Report  
**PS Print Summary Open/Pending Suspense Records**  
ST Print Suspense Statistics

Select Suspense Option: **PS <Enter>** Print Summary Open/Pending Suspense Records

DEVICE: HOME// **<Enter>** TELNET Right Margin: 80// **<Enter>**

Prosthetics Open/Pending Summary Suspense List      APR 03, 2001 13:36      STA 695  
DATE      STATUS      PATIENT      SSN      TYPE      SUSPENDED BY      PAGE 1

01/04/01	PEND 63	BUBO, MICHAEL S	9999	ROUTINE	WILLIAMS, MICHELLE
01/18/01	PEND 53	BRY, DENNIS M	8888	ROUTINE	PENN, CAROL L
02/22/01	PEND 28	WANT, GILBERT D	7777	MANUAL	SHAFFER, SANDRA
03/08/01	PEND 18	SCHWARZ, RALPH E	6666	ROUTINE	TOUT, DANIEL S
03/14/01	PEND 14	BEAS, JAKE P	5555	ROUTINE	CROW, JULIE
03/19/01	PEND 11	SORENN, JOHN L	4444	ROUTINE	SUTT, CARL H MD
03/20/01	PEND 10	PAWLOW, JOHN A	3333	MANUAL	HOEF, CHRISTINE A
03/20/01	PEND 10	BOWER, JIM	2222	ROUTINE	FICK, KAREN L
03/21/01	PEND 9	TRENT, DANIEL P	1111	MANUAL	SHAFFER, SANDRA
03/21/01	PEND 9	BUBO, JEFFREY W	9988	ROUTINE	KOVAK, SUSANNE M
03/22/01	PEND 8	OLNEY, LEONARD E	8877	ROUTINE	COMDOT, ROSEMARY
03/22/01	PEND 8	SNYDER, WILLIAM R	7766	ROUTINE	GHARB, ARG
03/23/01	OPEN 7	MICHELOS, MICHAEL	6655	ROUTINE	KALE, GAIL
03/23/01	OPEN 7	TREPP, WILLIAM P	5544	ROUTINE	GENN, VIRGINIA
03/23/01	PEND 7	BARISON, TIMOTHY	4433	ROUTINE	TOUT, DANIEL

## Print Suspense Statistics (ST)

### Function description

The **Print Suspense Statistics (ST)** Menu option prints statistics from the PROSTHETICS SUSPENSE file (#668). This report will summarize only those suspense records whose initial request date is within an entered date range.

Thus if a record has an initial request date prior to the report begin date, but a completed (close out) date within the date range, it will not be counted in the CLOSED SUSPENSE RECORDS totals. The same reasoning applies to the OPEN and PENDING totals. It is important to realize that the figures in this report will not necessarily equal the corresponding figures in the other suspense reports.

### Steps

To print the summary Open/Pending suspense record(s), follow these steps:

Step	Action
1	At the <b>Select Suspense Option</b> prompt, type <b>ST</b> for the <b>Print Suspense Statistics</b> Menu option, and press <Enter.>
2	You can enter a Starting Date and an Ending Date.
3	At the <b>Device: Home//</b> prompt, press <Enter> to accept the default. (You can also type two question marks to select an option from a list.)

### Print Suspense Statistics Screen

```
Statistics AUG 08, 2000 09:06
                          For The Period AUG 01, 2000-AUG 04, 2000 STA 695
OPEN SUSPENSE RECORDS
PSC  2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK  ISU
    0      0      0      0      0      0      0      219      0      0
CLOSED SUSPENSE RECORDS
PSC  2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK  ISU
    0      0      0      0      0      0      0      93      0      0
NUMBER INITIAL ACTION AFTER 5 DAYS: 0
PERCENT OF DELIQUENT RECORDS: NONE
NUMBER OF DELIQUENT OPEN RECORDS: 44      PERCENT:  20.1

TOTAL CLOSED RECORDS: 93
TOTAL PENDING RECORDS: 7
TOTAL OPEN RECORDS: 219

TOTAL RECORDS: 319

OVERALL PERCENT OF RECORDS BY FORM TYPE
PSC  2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK  ISU  ERROR
MARGIN
0.0  0.0    0.0    0.0    0.0    0.0    0.0    0.0    97.8    0.0    0.0    2.2%

RECORDS CLOSED BY PROSTHETICS AGENT

MCLEOD,DONALD      23
PLANT,SALLY        43
SCHNEIDER,SARAH    23
SMTIH,LYNN         4
```



## Appendix A – Combine Actions

### Add Manual Suspense/Post Complete Note Simultaneously (AD,PC)

#### Function description

You can combine actions for timesaving purposes in the Suspense Processing module. You can enter up to a maximum of three actions at one time. This is done by entering commas between the action code (i.e., AD,PI,PC, to add a manual suspense record, post an initial action note, and close the record simultaneously).

You can add a manual suspense and post a complete note all in the same step. The combination of the two steps may be done at one time if a suspense order was created and the service was completed all at the same patient appointment visit.

#### Steps

To add a manual suspense and complete a note at the same time, follow these steps:

Step	Action
1	At the <b>Select Item(s): Next Screen//</b> , type <b>AD,PC</b> , and press <b>&lt;Enter&gt;</b> .

#### Add and Post Complete Screen

Prosthetic Suspense			Mar 22, 2000 10:02:11		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (111-11-1111)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (	@12	OPEN
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	@12	OPEN
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	@12	OPEN
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR	@12	OPEN
5	03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0	CLOSED
6	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	CLOSED
7	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING
8	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *28	PENDING
9	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED
10	03/01/00	MANUAL		FIX BRACE	03/02/00 1	PENDING
11	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 1	PENDING
12	03/01/00	MANUAL		REVIEW	03/01/00 0	CLOSED
13	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *6	CLOSED
14	02/29/00	MANUAL		NEW BED	02/29/00 0	CLOSED
+ Enter ?? for more actions						
23	Display 2319		PI Post Initial Action	CD CPRS Display		
VR	View Request		OT Post Other	CG Change Patient		
IA	View Initial Action		PC Post Complete	CR Cancel Request		
VO	View Other Action		AD Add Manual	FW Forward Consult		
CO	View Complete		ED Edit Manual	PR Print Consult		
Select Item(s): Next Screen// AD,PC <Enter> Add Manual Suspense						
Post Complete Note						

*Continued on next page*

# Add Manual Suspense/Post Complete Note Simultaneously (AD,PC), Continued

## Completing an Order

Below are the steps and a screen print of the combination of two actions to be done at one time in the Suspense module. Notice that the text editor displays at both steps for you to make notations on the order.

**Note:** If you select a record to post a complete note, and it already has a CLOSED status, the following message displays: *“Completion note already posted.”*

## Steps (continued)

To add a suspense order and post a complete note, follow these steps:

Step	Action
2	At the <b>Requestor</b> prompt, type the physician name, and press <Enter.>
3	At the <b>Edit? NO//</b> prompt, type <b>Y</b> for Yes to edit the note.
4	Type a free-text note in the text editor.
5	Press the “ <b>PF1</b> ” key and then the “ <b>E</b> ” keys simultaneously to exit the text editor.
6	Enter a list or range of number to complete the note, and press <Enter.>
7	At the <b>Edit? NO//</b> prompt, type <b>Y</b> for Yes to edit the note.
8	Type a note to complete the suspense record.
9	Press the “ <b>PF1</b> ” key and then the “ <b>E</b> ” keys simultaneously to save the data and exit the text editor.

## Text Editor of Suspense Note

```
REQUESTOR: PETERSON, ALISA  PETERSON,ALISA      AP      IRM FIELD OFFICE
          TECHNICAL WRITER
DESCRIPTION OF ITEM/SERVICES:
  No existing text
  Edit? NO// YES  <Enter>

[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >==[ <PF1>H=Help ]====
ADDING AND POSTING CLOSED AT THE SAME TIME.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

Enter a list or range of numbers (1-12): 1  <Enter>
COMPLETION NOTE:
  No existing text
  Edit? NO// YES  <Enter>

[ WRAP ]==[ INSERT ]=====< COMPLETION NOTE >===== [ <PF1>H=Help ]====
NOW I'M CLOSING THE SUSPENSE - ISSUED THE REQUEST = GAVE CANE TO VET.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====
```

# Appendix B – Appointment Management

## Overview

### Introduction to using Appointment Management in Prosthetics

The **Appointment Management** feature is used to view appointments for a selected patient or clinic and to execute appropriate action(s) against these appointments, such as the **Check-in/Unscheduled Visit** action. If a patient is selected, all appointments for the selected patient within the designated time frame will be displayed.

**Note:** If you do **NOT** use the **Appointment Management** feature at your facility, you can type the ^ to QUIT and exit this screen.

### Reference

For more detailed instructions on how to use the Appointment Management feature, you can access the following website for the User Manual:  
<http://vista.med.va.gov/pms/scheduling/>

### Displaying Clinic Appointments

If selecting a clinic, you will be prompted for the appointment date range to display. Only clinic appointments within the designated time frame and with a status of NO ACTION TAKEN or ACTION REQUIRED are displayed.

### Actions

Following is a list of actions that may be accomplished through the **Appointment Management** Screen.

### Appointment Management Screen

<b>CI Check In</b>	PT Change Patient
CO Check Out	<b>UN Unscheduled Visit</b>
CL Change Clinic	EC Edit Classification
MA Make Appointment	CD Change Date Range
PR Provider Update	CA Cancel Appointment
EP Expand Entry	DX Diagnosis Update
NS No Show	AE Add/Edit
DE Delete Check Out	DC Discharge Clinic
RT Record Tracking	AL Appointment Lists
PD Patient Demographics	CP Procedure Update
PC PC Assign or Unassign	TI Display Team Information
GAF GAF Score	

### Most commonly used actions in Prosthetics

The most common actions used in Prosthetics include the **Check In (CI)** action and the **Unscheduled Visit (UN)** action. See the next page for more information on these actions.

# Using the Check-in/Unscheduled Visit Actions in Appointment Management

---

## Check-in/ Unscheduled Visit option

The **Check-in/Unscheduled Visit** option is used to schedule in an unanticipated appointment (for current date or past date) or to record a patient's arrival time (check in time) for statistical purposes for existing and/or unscheduled appointments.

To add a new unscheduled appointment, the patient must be actively enrolled in the selected clinic. If the patient is not enrolled in the specified clinic, you will have the opportunity to either enroll or schedule the patient for a consultation.

---

## Check out a patient

You may also check out a patient using this option when adding a new unscheduled appointment. When you choose **Checkout**, a checkout interview is displayed.

Depending on how parameters are set at your site and classification criteria, the checkout interview may prompt you for provider, diagnosis, classification, and procedure code information. The default provider and diagnosis assigned to the clinic through the **Set up a Clinic** option (if any) appear as defaults. If all required information is entered, the appointment is automatically checked out.

---

## Unscheduled appointments

If an unscheduled appointment is entered, you may print a routing slip for the visit. If you are entering the unscheduled appointment at the time it is actually occurring, you may be able to issue a request for the patient's records. This will only occur if your site is running the Record Tracking package and the clinic has been so defined in Record Tracking. A request notice is automatically printed on the appropriate file room printer.

If while adding a new unscheduled appointment, you select a clinic where the clinic parameter, **ASK FOR CHECK IN/OUT TIME**, (**Supervisor Menu - Set Up a Clinic** option) is set to YES, you will be prompted for a checked in/out date/time.

To schedule an appointment type of COLLATERAL, EMPLOYEE, or SHARING AGREEMENT requires the patient to be registered with a primary eligibility or other entitled eligibility of COLLATERAL, EMPLOYEE, or SHARING AGREEMENT. If the selected appointment type has subcategories, you will be asked to select the appropriate subcategory.

Any appointment made through this option will have a visit status of UNSCHEDULED VISIT.

---